



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

INFORMATION REDACTED PURSUANT TO THE FREEDOM  
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

April 3, 2020

[REDACTED]  
Lake Mary, FL [REDACTED]

NEF-109 ela  
Ref. No. 11282627

Dear [REDACTED]

Thank you for your letter about your model year (MY) 2016 Ford Focus vehicle. I am pleased to respond.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. You state that you experienced incidences of stalling in your MY 2016 Ford Focus, after the vehicle had an inspection performed under NHTSA Safety Recall Campaign No 18V-735, which addresses this problem. The part in question, the Canister Purge Valve, did not fail until after the inspection was performed. You request assistance with obtaining additional repairs to the vehicle.

Prompted by your letter, we reviewed our database to identify whether a safety defect trend exists with recurrent stalling in 2016 Ford Focus vehicles, after having inspections performed under NHTSA Safety Recall Campaign No 18V-735. At this time, there is insufficient evidence to warrant opening a safety defect investigation or to initiate a recall. We have entered the information you provided into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, an explanation of NHTSA's investigation and recall process is on our website [https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls\\_808795.pdf](https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf).

We understand your frustration with the stalling events and appreciate your diligence in this matter. Unfortunately, the Federal government is not authorized to assist vehicle owners in obtaining additional repairs associated with an alleged defect, outside the scope of Safety Recall repairs.

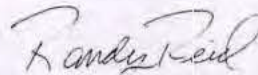
We recommend that you continue to work with Ford and your dealer, you may ask your dealership for a meeting with a Ford district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the Florida Office of the Attorney General regarding your problem and rights under the State laws. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or

deception, warranty and dealership problems, remuneration matters, and fair-trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov).

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement